

## WESTWORLD EVENTS CONTRACTS COORDINATOR

### POSITION VISION:

Performs a wide variety of complex customer service work assisting with various aspects related to event contract coordination at WestWorld.

### ESSENTIAL FUNCTIONS:

~ Work with staff and event promoters to facilitate event contract coordination at WestWorld including providing sales packets and site tours; maintaining function calendar; completing necessary information regarding event needs in standard facility use contract; tracking of return of agreements; receiving payment for deposits; preparing invoices and refunds; obtain/verify all necessary licenses, permits, credentials of outside caterers and food vendors; and updating marquee weekly.

~ Coordinates vendor inspections for upcoming events as necessary with the Maricopa County Health Department; works with City Tax and License as necessary regarding event vendors.

~ Acts as receptionist, greeting the public and answering telephone inquiries, screens calls when necessary and routes them to proper employees, answers written and oral requests for routine information; responds to complaints and requests for information related to assigned area(s) of responsibility; and schedules appointments, maintains calendars. Demonstrates mutual respect for people at all levels.

~ Operates a variety of standard office machines, phones and related equipment; types a variety of letters, memos, reports and other materials; creates and maintains various filing systems, including event related files.

~ Performs a variety of complex customer service work involving requests for information, complaint resolution, and general delivery and/or explanation of City services to both internal and external customers; provides support to the division by answering phones and greeting customers and providing other back up customer service support as needed.

### QUALIFICATIONS:

Any combination of training and experience equivalent to two years of experience in coordinating a variety of events, activities, and contracts, and a Bachelor's degree in Business Administration, Facility Management or a related field. Ability to effectively communicate by telephone and in person to provide information and customer service; operate a variety of standard office equipment including a PC or computer terminal, telephone, calculator, copy and fax machines requiring continuous and repetitive arm, hand and eye movement; maintain files and filing systems. Must possess excellent written and oral communications skills and the ability to explain and interpret City ordinances, policies and procedures; have the ability to establish and maintain effective working relationships with co-workers, supervisors and the general public. Must possess a shared commitment to quality in everyday work and to continuous learning and improvement. Attendance and punctuality are essential functions to this position.

**STATUS:** Classified

**DEPARTMENT:** WestWorld